Compliance Assessment Report CAR_NRW0053021

Permit being assessed: SP3635CS.

For: Peter's Food Service, **held by:** Peter's Food Service Limited

At: Unit 1 Greenway , Bedwas House Industrial Estate, Bedwas, Caerphilly, CF83 8XP.

Type of assessment: Site Inspection,

Reason: Routine.

On: 23/09/2026 between 09:55 and 11:35.

Parts of permit assessed: IR2A, IR2B.

NRW Lead Officer: Ian James.

Report sent to: Dafydd Davies, Health, Safety and Environment Manager, on 23/09/2026.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
IR2A - Installations - Operations - Permitted activities	Assessed (A)	
IR2B - Installations - Operations - The site	Assessed (A)	

Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

No action required.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Compliance Assessment Report

Peter's Food Site Visit - 23 September 2026

Environmental Permit: SP3635CS

Inspection Details

Date: 23 September 2026
Time: 09:55 to 11:35

NRW Representative: Ian James

Operator Representatives: (Health, Safety and Environment Manager) and a site representative (names redacted for public access).

Purpose of Visit

Routine inspection of site operations and assessment of compliance with the conditions of Environmental Permit SP3635CS.

Findings and Observations

Business Changes and Freezer Capacity

During the office meeting, the Operator explained that long-standing Freezer No. 1 is currently being decommissioned. Three temporary external freezer units have been contracted since the end of August/beginning of September 2026 to provide replacement storage capacity. There will be a transitional period during which the temporary units operate alongside Freezer No. 1, resulting in increased energy demand. Once Freezer No. 1 is fully decommissioned, the Operator anticipates significant energy savings due to the improved efficiency of the replacement units. Longer-term plans are in place to provide permanent internal freezer storage, enabling removal of the temporary external units.

Complaints

No environmental permitting related complaints have been received recently. One matter affecting a neighbouring property related to a fault with site security lighting which caused lights to flash intermittently. This issue was rectified promptly and did not relate to permit compliance.

Blast Freezers

One of the site's two blast freezers has been removed from service.

Waste Food Trailers

Waste food trailers are being relocated to the western/north-western site boundary. One trailer had already been moved at the time of the visit. This relocation is intended to reduce the potential for

localised odours affecting staff areas. Although there are currently no sensitive human receptors in close proximity to this boundary, the Operator should continue to manage waste food trailers appropriately to minimise any potential odour impact.

DAF Plant Operations

The dissolved air flotation (DAF) plant was reported to be operating effectively under normal conditions. Site personnel demonstrated a good understanding of the effect of low ambient temperatures on the caustic dosing solution. When temperatures fall below approximately 4 to 5°C, blockages may occur if the solution is maintained at the standard 32% concentration. To address this, the concentration is reduced to approximately 25%, although this requires significantly greater quantities of caustic material and increases operating costs. The Operator is aware of alternative bio-caustic products; however, having optimised the current process, trained multiple members of staff to maintain the system both during and outside normal operating hours, and received feedback regarding the practical application of bio-caustic alternatives, there are currently no plans to change the treatment process.

Permit Boundary and Surface Water Management

The permit boundary continues to encompass land and commercial operations owned and controlled by third parties. The Operator provided assurance that the surface water discharge pipeline passing through this area to the permitted discharge point W1 is unaffected by these arrangements. The adjacent development has its own attenuation pond and soakaway system for surface water management. Foul sewer connections from the development are connected to the main sewer within the Peter's Food site. The Operator confirmed its understanding that it remains responsible for all discharges from W1 and is satisfied that no third-party contributions are made to this discharge.

Actions

One action was identified during the visit. The Operator was required to determine whether any response was necessary in relation to recent changes to Medium Combustion Plant (MCP) Regulations. This matter was addressed immediately following the inspection, with the Operator confirming that the necessary actions would be progressed as soon as practicable.

Compliance Assessment

NRW was pleased to find that all areas inspected during the visit were compliant with the conditions of Environmental Permit SP3635CS on the day of the inspection.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores
The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

If your assessment result in Section 1 is suspended, what does this mean?
In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Industry compliance criteria (used in section 1 and 2):

1. Management
- IR1A – General management
- IR1B – Finance (only applicable to Landfill)
- IR1C – Energy efficiency
- IR1D - Efficient use of raw materials
- IR1E - Avoidance, recovery and disposal of wastes produced by the activities
- IR1F - Multiple operator installations

2. Operations
- IR2A – Permitted activities
- IR2B – The site
- IR2C – Operating techniques
- IR2D – Technical requirements
- IR2E – Improvement programme
- IR2F – Pre-operational conditions
- IR2G – Landfill engineering (only applicable to Landfill)
- IR2H – Waste acceptance (only applicable to Landfill)
- IR2I – Leachate levels (only applicable to Landfill)
- IR2J – Closure and aftercare (only applicable to Landfill)
- IR2K – Landfill gas management (only applicable to Landfill)

3. Emission and Monitoring
- IR3A(1) – Emissions to water
- IR3A(2) – Emissions to air
- IR3A(3) – Emissions to land
- IR3B – Emissions of substances not controlled by emission limits
- IR3C – Odour
- IR3D – Noise and vibration
- IR3E – Monitoring
- IR3F – Pests
- IR3G – Air quality management plans
- IR3H – Monitoring for the purposes of the Industrial Emissions Directive (this heading includes Large Combustion Plants)
- IR3I – Fire

4. Information
- IR4A – Records
- IR4B – Reporting
- IR4C – Notification

Enforcement response
Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice
You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line
If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form
If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales

Concerns Not Related to the Content of this Compliance Assessment Report Form
If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone**: 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email**: enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone**: 0300 790 0203
- **Email**: ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.